

Hours of Operation:

24 Hours
7 Days a Week
Closed on New Years, 4th of July,
Thanksgiving and Christmas

Phone Number:

1-800-616-3775
DSN 665-5000
Commercial 210-565-5000

E-Mail:

contact.center@randolph.af.mil

Fax:

DSN 665-1239
Commercial 210-565-1239

Mailing Address:

HQ AFPC/DPFFCC
550 C Street West, Ste 37
Randolph AFB TX 78150



Deployed Personnel Support

- Update Enlisted Assignment Preferences
- Update SGLI/FSGLI Forms
- Update Personal Info, i.e. Address, Phone Number, E-mail, etc
- Correct Officer/Enlisted Duty History
- Correct Evaluations and Decoration Errors
- Update/Distribute Deployed CC Evaluations

*OUR INTENT IS TO SUPPORT OUR DEPLOYED
PERSONNEL AND PERSCO TEAMS AND PROVIDE
GREAT CUSTOMER SERVICE*



U.S. AIR FORCE

Contact for business card



Air Force Personnel Center/DPFFCC 1-(800)616-3775
550 C Street West Room B-111 DSN 665-5000
Randolph AFB TX 78150 FAX 665-1239
Email: Contact.Center@Randolph.af.mil
Visit the Contact Center at: www.afpc.randolph.af.mil



Our state-of-the-art Contact Center can provide guidance and assistance with your personnel action without leaving your home or office.

- Make a phone call
- E-mail us
- Have a live, interactive chat session with one of our customer service representative
- View frequently asked questions and answers

Just go to the AFPC website:

<https://www.afpc.randolph.af.mil>



Click on:

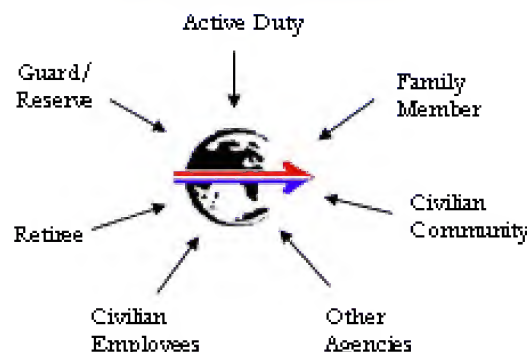
Military personnel and civil service employees (limited access) can access virtual MPF through the AFPC website.



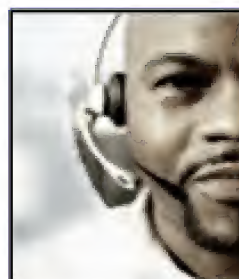
Click on:

You will need to establish an account. **Military members** will need to provide SSN, date of birth, pay date and date of rank. **Civil service employees** will need their service computation date (found on LES).

OUR CUSTOMERS



Do you have a question and don't know who to ask?



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Military Personnel Testing
Bonuses

Employment/Formal Training

Special Duty Assignment Pay
Classification (Military)
Service Dates/Date of Rank
Airman Retraining
Duty History
Reenlistments

Relocations

Humanitarian/Exceptional Family Member Program (EFMP)
Relocation/Transition Assistance
Survivor Benefits
Virtual Out Processing
Special Duty Applications

Special Programs

Thrift Savings Plan
Palace Acquire
Pay

Retirement/Separations

DD Form 214 (worksheet)
Retirement Application
Palace Chase